

Brisbane Schoolgirls' Rowing Association

Complaints and Dispute Resolution Policy

1.0 Purpose

The Brisbane Schoolgirls' Rowing Association (BSRA) values feedback from its member schools, families and the wider community. This Policy sets out how BSRA receives, manages and resolves complaints and disputes in a fair, timely and confidential manner.

Complaints are treated as constructive input that may be used to improve BSRA's standards, events and practices and to prevent cause for further complaint.

2.0 Scope

This Policy applies to complaints about BSRA's operations, events, services or personnel, including complaints received from sources external to the Association (for example, the general public), and to disputes between member schools that cannot be resolved between the schools involved.

This Policy does not apply to:

- concerns regarding a worker of a BSRA member school, which must be directed to that school in accordance with the school's own policies and child safety framework
- complaints from members of a school community (parents, staff or students) about school matters (for example, squad or crew selection decisions), which should be directed to the relevant member school in the first instance
- race-day disputes and protests, which are managed under the BSRA By-Laws.

This Policy does not replace the complaints processes or child safe frameworks of BSRA member schools.

3.0 Principles

Responsiveness

All complaints are taken seriously. Written complaints will be acknowledged within 7 business days of receipt and resolved in a timely manner. The process and timeframe for resolution will vary depending on the nature, complexity and timing of the issue, and will be indicated to the complainant as early as possible.

Fairness

The process must be fair to both the complainant and any person, member school or part of the Association about whom the complaint is made. All parties must be protected from victimisation, discrimination or retribution.

The complainant has the right to:

- be heard and have their complaint treated seriously
- be informed of the complaints handling process
- be informed of BSRA's decision and the reasons for that decision, to the extent that privacy and confidentiality obligations allow.

The person or member school about whom the complaint is made has the right to:

- be advised of the complaint and, where appropriate, the identity of the complainant
- receive sufficient detail to prepare a response
- have their response considered seriously
- be informed of the decision and the reasons for the decision.

Those handling a complaint must be independent of the issue. If a conflict of interest arises, the Board will arrange for an independent member to hear the complaint.

Confidentiality

Information about a complaint is restricted to those who genuinely need to know in order to deal with it. Where some information must be disclosed to others during resolution, the complainant will be informed.

4.0 Making a Complaint

Many concerns can be resolved informally. Complainants are encouraged to first raise the issue with the relevant person at the time it arises. If the matter relates to a member school, it should be raised with that school.

If the concern is not resolved, or relates to BSRA's operations, events or personnel, it should be brought to the Executive Officer at eo@bsra.org.au.

- Complaints about the Executive Officer or a Board member (other than the Chair) should be put in writing and addressed to the Chair at chair@bsra.org.au.
- Complaints about the Chair should be put in writing and addressed to the Treasurer at treasurer@bsra.org.au.

Anonymous complaints will not be dealt with under this Policy unless they relate directly to student harm. Complaints considered by the Board to be vexatious or mischievous may not be taken forward, at the discretion of the Executive.

5.0 Child Safety Concerns

Any concern about the safety or wellbeing of a student is managed under the BSRA Child Safe Framework and the BSRA Child Safety and Wellbeing Policy, and is escalated without delay. Legislative reporting obligations are followed in all cases. Concerns regarding a worker of a BSRA member school must be directed to that school in accordance with the school's child safety framework.

6.0 Disputes Between Member Schools

Disputes between member schools should be raised and resolved between the schools involved in the first instance, in accordance with their own policies. If the schools are unable to reach a resolution, the matter may be escalated to BSRA for consideration by the Board.

Race-day disputes and protests are managed under the BSRA By-Laws and are not covered by this Policy.

7.0 Resolution Process

Resolution of a complaint will aim to:

- seek resolution at the level at which the complaint is made
- consider all relevant information and the views of all parties
- consider BSRA's policies, By-Laws and procedures
- gain the agreement of the parties where possible.

Complainants will be told the process for resolution, given an indication of how long it is expected to take, and kept informed of progress where relevant. Significant complaints, and any systemic issues identified, are reported to the Board.

8.0 Record Keeping

All complaints received are recorded by the person handling the complaint and kept on file in the BSRA Complaints Register, including:

- the nature of the complaint
- dates and names of the parties concerned
- action taken and the outcome.

The Complaints Register is used to identify trends and inform continuous improvement. Records are securely maintained and confidentiality is respected.

9.0 Related Documents

- BSRA By-Laws
- BSRA Child Safe Framework
- BSRA Child Safety and Wellbeing Policy
- BSRA Child Safe Code of Conduct (sections 5.0 and 9.0 of the Code set out prohibited behaviours; a complaint that discloses conduct within those sections also triggers breach management under the Code and the Child Safe Framework)
- BSRA Risk Management Plan
- BSRA Privacy Policy

Version Control Table			
Version Control	Date Effective	Approved By	Amendment
1		Executive	Initial policy document